



REQUEST FOR PROPOSALS

MSDGC Sewer Backup (SBU) Call Center Support Services RFP#2016-008

Direct questions or information requests related to this RFP to:
msd.procurement@cincinnati-oh.gov

SCHEDULE

Release Date	June 3, 2016
Pre-submittal Meeting	N/A
RFP Questions / Comments Deadline	June 14, 2016, 1:30 p.m. (Cincinnati, Ohio Time)
SUBMITTAL DEADLINE /TIME	June 21, 2016, 1:30 p.m. (Cincinnati, Ohio Time)
Evaluation Dates	June 22 – June 30, 2016
Negotiation and Award	By or before July 18, 2016

ALL SUBMITTAL DELIVERIES ARE TO BE SENT TO: SEWERS PROCUREMENT (SEE RFP SECTION 1.9 FOR SPECIFIC LOCATIONS)

The functional address of Sewers Procurement is: Two Centennial Plaza, 805 Central Avenue, Suite 234, Cincinnati, Ohio 45202-1947.

NOTE: Consult the information about this offer on the City of Cincinnati “Open Data” web site at <https://data.cincinnati-oh.gov>. Rules and registration information about the MSDGC Small Business Enterprise Program can be found at <http://www.msdbg.org>.

Offeror may register as a City vendor online at www.cincinnati-oh.gov/vss.

REQUEST FOR PROPOSALS

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1. REQUEST

1.1 INTRODUCTION

The City of Cincinnati, through its Department of Sewers (the "City"), as the sole management agency for the operation and maintenance of the sewer system on behalf of the Metropolitan Sewer District of Greater Cincinnati ("MSDGC") is issuing this Request for Proposals (hereinafter "RFP"), pursuant to the provisions of applicable Ohio law and MSDGC policy, from parties (hereinafter "Offeror"). Offeror shall provide the City with assistance for the purpose of completing the activities associated with the Scope of Services, below.

1.2 GENERAL BACKGROUND AND INFORMATION

MSDGC provides wastewater collection and treatment for various municipal and unincorporated populations of Hamilton County, which has over 800,000 residents, as well as services to portions of Butler, Clermont, and Warren Counties. MSDGC's service area covers more than 400 square miles. Over 200,000 separate sewer connections tie into MSDGC's 3,000+ miles of sanitary and combined sewers.

The Board of County Commissioners of Hamilton County, Ohio (the "Board") created MSDGC in 1968. MSDGC is operated under a 50-year contractual agreement with the City. The agreement consolidated the City sewerage services (its own and contractual services provided to 20+ other Hamilton County political subdivisions) with those of Hamilton County's Sewer District No. 1. Under the agreement, the City provides exclusive management of the sewer district's services, per the requirements as outlined in Chapter 6117 of the Revised Code of Ohio, while the Board funds its operating and capital budgets, sets rate structures, and determines its rules and regulations.

1.3 PROJECT BACKGROUND AND INFORMATION

MSDGC is obligated under its Consent Decree to provide live telephone customer service to its customers 24 hours a day, seven days a week, in order to receive reports from and provide rapid response to those customers experiencing sewer backups (SBUs) on their properties. The telephone intake and rapid response functions are operated from MSDGC's Wastewater Collection Division (WWC) headquarters.

Customers phone in service requests to WWC's call center at a variable and unpredictable rate. At a minimum, at least a few reports of SBUs are received every day. Wet weather, such as rainfall or snowmelt, generally affects the number and frequency of requests for service due to SBU. Severe weather can lead to a very large increase in call volume.

Currently, the WWC call center is staffed onsite from 7:00 a.m. to 9:00 pm daily. The majority of customer service requests are received during these hours.

MSDGC seeks proposals for the provision of live call-taking and call management services during the hours uncovered by WWC staff, as well as call-taking support during times of peak demand, when onsite staff is present but in need of assistance answering the large number of calls. Call-taking and support services are to be primarily provided by workers offsite at vendor's offices or other facilities, and are to be occasionally provided by workers onsite at the WWC headquarters. MSDGC estimates at least 95% of contract call-taking and support services will be provided by offsite call takers, and no more than 5% of services will be provided by onsite call-takers. In the case of offsite services, vendor shall assure that every call taker will have the necessary equipment and internet connectivity to access MSDGC's web-based call management system.

1.4 SCOPE OF SERVICES

The scope of services to be provided includes **1.4.1 Call-Taking Services, 1.4.2 Recordkeeping, 1.4.3 Reporting, and 1.4.4 Communication/Problem Resolution.**

1.4.1 Call-Taking Services

Vendor will provide services under two different scenarios: (A.) Routine Overnight Call-Taking, and (B.) As-Needed, Peak Demand Assistance.

A. Routine Overnight Call-Taking. The vendor will:

1. Within a specified window, approximately 8:30 pm to 7:00 am every Monday through Sunday, receive the transfer of all inbound calls to MSDGC's customer service number. The start and end times and the total number of hours may be adjusted up or down over the course of the contract.
2. Provide a 99% call acceptance rate.
3. Live-answer all calls.
4. Minimize queue time in the event of multiple calls; ensure a queue time of less than 5 minutes in any case.
5. Provide customer-friendly interactive voice response (IVR) technology including but not limited to, for example, options for callers waiting on hold to leave a voicemail message, call back or be called back.
6. For all live customer calls, use MSDGC-provided scripts, protocols and software to:
 - a. identify the nature of the call;
 - b. capture and submit specified data;
 - c. determine what further action is required, if any;
 - d. make appropriate contact with on-call MSDGC staff, personnel from other City agencies, or other local authorities, as necessary;
 - e. live-transfer callers as necessary;

- f. send emails as necessary;
- g. explain processes to callers and advise them on what to expect;
- h. maintain a calm, courteous, respectful and professional demeanor at all times.

B. As-Needed, Peak Demand Assistance.

The vendor will:

1. Upon notification that as-needed peak demand assistance for call-taking is required, be ready to begin taking calls in 15 minutes or less.
2. Provide a 99% call acceptance rate.
3. Live-answer all calls.
4. Take measures to minimize queue time in the event of multiple calls; ensure a queue time of less than 5 minutes in any case.
5. Provide customer-friendly interactive voice response (IVR) technology including but not limited to, for example, options for callers waiting on hold to leave a voicemail message, call back or be called back.
6. For all live customer calls, use MSDGC-provided scripts, protocols and software to:
 - a. identify the nature of the call;
 - b. capture and submit specified data;
 - c. determine what further action is required, if any;
 - d. make appropriate contact with on-call MSDGC staff, personnel from other City agencies, or other local authorities, as necessary;
 - e. live-transfer callers as necessary;
 - f. send emails as necessary;
 - g. give simple explanations to callers about processes and what to expect;
 - h. maintain a calm, courteous, respectful and professional demeanor at all times.
7. Report to WWC headquarters call center for onsite call-taking within 60 minutes of notification by MSDGC that onsite services are required.

1.4.2 Recordkeeping.

The vendor will:

1. Maintain a log of all inbound and outbound calls received on behalf of MSDGC, in a format prescribed by MSDGC;
2. Provide audio recording of all inbound and outbound calls received on behalf of MSDGC;
3. Maintain an archive of all audio files in a format specified by MSDGC until either (a.) turning the files over to MSDGC, or (b.) for a period of not less than 2 years from the date of the call;
4. Turn over all audio archives to MSDGC at intervals specified by MSDGC;
5. Turn over specific audio files in no more than one business day upon request from MSDGC;

6. Take all necessary and reasonable measures to keep all data obtained on behalf of MSDGC secure and to prevent any unauthorized disclosure of MSDGC customers' personal information or audio recordings;
7. Document its Quality Control/Quality Assurance (QA/QC) and call-taker training practices.

1.4.3 Reports

Vendor will submit regular written reports to MSDGC. MSDGC will specify the report parameters, intervals and due dates. The content of said reports will include but is not limited to:

1. Individual call data;
2. Call center performance data;
3. QA/QC activities;
4. Call-taker training activities.

1.4.4 Communication/Problem-Solving Process

Vendor will provide a primary contact person who shall be responsible for coordinating activities, discussing issues and resolving problems with MSDGC management. This contact person shall provide problem resolution responsiveness within one business day of request by MSDGC.

1.5 QUALIFICATIONS

The qualified firm that will provide MSDGC Call Center Support Services must:

1. Demonstrate a minimum of 5 years' experience with call center operation and management, including scaling up quickly to provide as-needed or emergency backup services;
2. Demonstrate the availability of standby or on-call personnel who can travel to WWC headquarters to deliver on-site services;
3. Demonstrate sufficient planning, telecommunications assets and capabilities, computers and human resources to ensure reliable delivery of the services, recordkeeping and reporting required under the scope of services. This may include, but is not limited to, failover systems, disaster recovery plans, IVR and multi-channel communication capability (e.g., email, text, online chat, voice);
4. Assure that key management personnel are experienced and qualified in the field of telecommunications and call-center management, as evidenced by their resumes;
5. Assure call-takers are qualified as demonstrated by a program of sound recruiting and screening practices.
6. Demonstrate sound Quality Assurance/Quality Control practices;
7. Demonstrate ongoing call-taker training programs;
8. Provide descriptions of similar projects;

9. Provide references or reviews from other clients;
10. Demonstrate proximity of its offices to the MSDGC Service Area.

The format and page limits for qualification submittals to this RFP are provided in Section 2 of this document.

1.6 TIMETABLE

Release Date	June 3, 2016
Pre-submittal Meeting	N/A
RFQ Questions / Comments Deadline	June 14, 2016, 1:30 p.m. (Cincinnati, Ohio Time)
SUBMITTAL DEADLINE /TIME	June 21, 2016, 1:30 p.m. (Cincinnati, Ohio Time)
Evaluation Dates	June 22 - June 30, 2016
Negotiation and Award	By or before July 18, 2016

1.7 QUESTIONS/COMMENTS CONCERNING THE RFQ

The City will **only** entertain written questions or comments concerning this RFP by the deadline provided above. These **must** be sent electronically to:

msd.procurement@cincinnati-oh.gov.

1.8 PRE-SUBMITTAL MEETING

The City may conduct a pre-submittal meeting for this Project. If a pre-submittal meeting is scheduled, the date, time and location of the pre-submittal meeting will either be identified on the project's web page or will be identified in an addendum. A pre-submittal meeting, if one is to be held, **is not** a mandatory requirement.

1.9 RFQ SUBMISSIONS AND LOCATION

- One fully executed, printed and bound "Original" submittal and three "Copies", and an electronic copy of the submittal in PDF format (on CD, DVD, or flash drive) shall be received by the City at the locations, time, and date specified herein. The original shall be clearly marked.
- Bound submittal copies shall be delivered to:

***Sewers Procurement
Two Centennial Plaza
805 Central Avenue, Suite 234
Cincinnati, Ohio 45202-1947***

- Offeror bears **SOLE RESPONSIBILITY** to deliver the printed and bound submittal copies to the City by the date and by the time specified in this RFP.
- All bound and printed submittals **MUST** be submitted in a sealed container. The following notations should be legibly inscribed on the outside of the sealed container:

Offeror Name
RFQ #2016-008
MSDGC Sewer Backup (SBU) Call Center Support Services
June 21, 2016, 1:30 p.m. (Cincinnati, Ohio Time).

Late submittals will not be accepted.

- Any proposals submitted past the date and time outlined in this RFP **WILL** be rendered as “non-responsive” by the City.
- ***If requested in writing***, submittals may be withdrawn at any time up to the RFP deadline date and time, at which time Offeror’s submittals will be considered firm. Such requests should be addressed to msd.procurement@cincinnati-oh.gov.

1.10 COMPETITION INTENDED

Competition shall be generated to the maximum extent practicable, including opportunities for small business enterprises through the MSDGC Small Business Enterprise (SBE) Program. This project shall have a 0% SBE inclusion goal.

1.11 SELECTION PROCESS AND AWARD CRITERIA

The City will evaluate submittals to achieve the most advantageous outcome based on Offeror proposals.

The City intends to enter into a contract for the subject matter covered under this RFP. Selection of an Offeror or Offerors and subsequent award of a contract will comply with applicable Ohio law, and MSDGC policies.

- 1.11.1 The City has established the following responsiveness criteria as the basis for evaluating an Offeror’s submittal to this RFQ. If an Offeror’s submittal does not meet the criteria listed below, it may be rendered as “non-responsive” by the City.

Responsiveness of Submittals	
OVERALL CRITERIA	
•	Was submittal received by MSDGC by specified date and time?
•	Did Offeror submit 1 original printed offer and 3 copies, and an electronic copy of the submittal in PDF format (on CD, DVD, or flash drive)?
•	Was submittal properly signed on the Affidavit of Accuracy and Signature Page and was the original notarized Affidavit and appropriate documentation of signatory authorization submitted?
SECTION 2 REQUIREMENTS	
•	Did Offeror submit Qualifications Questionnaire Attachment 0 with the submittal?
•	Did Offeror submit Qualifications Questionnaire Attachment 1 with the submittal?
•	Did Offeror submit Qualifications Questionnaire Attachment 2 with the submittal?
◊	Did Offeror submit resumes of key personnel?
◊	Did Offeror adhere to the two-page limit per resume?
◊	Did Offeror submit organizational chart for key personnel performing professional services?
•	Did Offeror submit Qualifications Questionnaire Attachment 3 with the submittal?
◊	Did Offeror list no more than six similar projects completed in the past five years?
◊	Did Offeror adhere to the two-page limit per project for each project description summary?
•	Did Offeror submit Qualifications Questionnaire Attachment 4 with the submittal?
◊	Did Offeror adhere to the four-page limit for narrative?
◊	Did Offeror provide a completed MSD 172 form?
•	Did Offeror submit an Affidavit of Accuracy and Signature Page with the submittal?

1.11.2 The City will review and rank all Offeror's submittals that are received on or before the deadline. The City will then select the submittal that is most advantageous.

1.11.3 The following evaluation factors set forth below will be taken into consideration for the determination of which submittals are most advantageous:

Evaluation Criteria	Max. Weight
Price	30%
Qualifications of Company and Key Personnel	20%
Experience with Similar Projects	20%
Small Business Enterprise Utilization*	20%
Proximity of Company Offices and personnel to MSD Service Area	10%
Total	100%

**Even though the SBE inclusion goal for this project is 0%, up to 20 points can still be gained by an offeror who creatively includes some type of SBE participation in their proposal.*

1.11.4 Price

Consultant shall provide its price proposal using the attached pricing sheet included as Attachment 5.

1.11.5 Qualifications of the Company and Key Personnel

Under this section, the City will evaluate the Offeror's description of the Company's specialized telecommunications and customer service capabilities which will enable Offeror to provide all the services described in the Scope of Services. The City will also evaluate the Offeror's ability to provide the required services described herein, as evidenced by the training, education and experience of its key personnel.

1.11.6 Similar projects

Under this section, the City will evaluate the Offeror's past work involving similar projects, for MSDGC or other entities, similar to the scope of services contained herein.

1.11.7 Small Business Enterprise utilization

For this proposal, the Consultant shall provide the firm's philosophy and approach for the development and growth of small and diverse firms, which has been used by the firm on past projects. Additionally, the Consultant shall provide a project-specific Business Development Plan to address the firm's proposed utilization of SBE firms registered with the MSDGC SBE Program and certified by any of MSD's recognized agencies. At a minimum, this section shall include the following:

1. The Applicant firm's philosophy and approach for the utilization, development and growth of small and diverse firms. Describe the firm's past inclusion performance and accomplishments. The completed MSD 172 Annual S/M/D/WBE Utilization form should complement and be consistent with the firm's philosophy and approach for working with small and diverse firms.
2. A list of all proposed firms for the project including SBE firms registered with the MSDGC SBE Program and certified by any of MSD's recognized agencies, including a brief scope of work assignments and percentage of participation should be included on the Consultant/Subconsultant Utilization Plan for RFQ

and RFP form. To be considered for SBE status the SBE firm must be certified (by MSD's recognized agencies) in the NAICS code(s) for the services they will provide on the project.

3. The Consultant shall provide a project-specific Business Development Plan to describe the proposed means to use the certified SBE firms listed in #2 in a meaningful and significant manner and, as a minimum, shall include the following:
 - a. Why you selected this firm for the assignment, the extent to which the proposed assignments will help grow the capacity and capability of the small business.
 - b. Identification of the individual(s) responsible for implementing the project-specific Business Development Plan and their experience coaching others (formal and/or informal).
 - c. If you have selected firms you have not worked with in the past, describe the plan for integrating the firm into your project and your approach to fortifying this relationship. Again, one tenet of the SBE Program is to provide opportunities for certified SBEs that have little or no work history on MSDGC projects.
4. If the Consultant is a registered MSDGC SBE and certified by one of MSDGC recognized certifying agencies, this should be stated throughout the RFQ. To be considered for certified SBE status the Consultant must be certified in the NAICS code(s) for the RFQ/P scope of services. At a minimum, this section should include the following:
 - a. The Consultant firm's philosophy and approach for working with small and diverse firms. Describe the firm's past inclusion performance and accomplishments. This can include work as a prime and/or sub-consultant. The Consultant's response may include a list of the firm's discretionary spend with S/D/M/WBE firms on previous projects. The completed MSD 172 Annual S/D/M/WBE Utilization form should complement and be consistent with the firm's philosophy and approach for working with small and diverse firms.
 - b. A list of all proposed firms for the project including SBE firms registered with the MSDGC SBE Program and certified by the City of Cincinnati, including a brief scope of work assignments, and percentage of participation should be included on the Consultant/Sub-consultant Utilization Plan for RFQ and RFP form. To be considered for certified SBE status, the SBE firm must be certified in the NAICS code(s) for the services they will provide on the project.
 - c. The Consultant shall provide the proposed means to use the SBE firms listed in #2 in a meaningful and significant manner.
 - d. If you have selected firms you have not worked with in the past, describe the plan for integrating the firm into your project and your approach to fortifying this relationship. Again, one tenet of the SBE

Program is to provide opportunities for SBEs that have little or no work history on MSDGC projects.

1.11.8 Each submittal will be considered objectively.

1.11.9 Submittals will be evaluated in accordance with the applicable Ohio law and MSDGC policies.

1.12 PROCESS FOR ENTERING INTO AGREEMENT

The City may award a contract to the successful Offeror(s) considering the total requirements for this procurement and what will be determined to be the most advantageous offer to the City.

Each Offeror whose submittal is found to be the most advantageous will be offered the opportunity to enter into a Professional Agreement (PA) with the City.

All work resulting from this RFP will be based upon a PA. While work scopes and budgets may vary, no work resulting from this RFP and resulting PA will deviate from the general scope of services as outlined below to include other services not contemplated under the RFP.

The scope, terms and conditions of that PA shall be in substantial conformance with the terms, conditions and specifications described in this RFP and with the submittal by the Offeror(s) determined to be the most advantageous.

Any PA that results from the RFP process would be entered into by the City of Cincinnati through its Department of Sewers (the "City"), as the sole management agency for the operation and maintenance of the sewer system on behalf of the Metropolitan Sewer District of Greater Cincinnati (MSDGC) and a single legal entity that has been properly formed at the time the Offeror delivers the submittal to the City (e.g., corporation, partnership, sole proprietorship, limited liability company, limited liability partnership).

The successful Offeror should be prepared to begin contract negotiations upon notification of the Award. If the Offeror is not able to begin contract negotiations, the City may disqualify that Offeror.

The City reserves the right to negotiate the PA to include any portion or portions of the services covered by this RFP.

1.13 ADDITIONAL INFORMATION

The City assumes no obligation to accept or take action on any submittal.

Receipt of a contract through this procurement process is not a guarantee of work.

The City reserves the right to ask for additional information and clarification from or about any or all of the Offerors. The City may require selected Offerors to make an oral presentation of their submittals.

The City reserves the right to check all references furnished and consider responses received in determining the award.

The City reserves the right to perform investigations as may be deemed necessary by the City to assure that competent persons will be and are utilized in the performance of the Agreement and to verify the accuracy of the contents of submittals.

All submittals are subject to the disclosure provisions of the Ohio Public Records provisions of Ohio Revised Code Chapter 149.43.

The City publishes information on the "OpenData" internet web site <https://data.cincinnati-oh.gov/Fiscal-Sustainability-Strategic-Investment/Procurement-Opportunities-and-Contract-Awards/pid3-z56k>. Information will also be published on the internet web site <https://vss.cincinnati-oh.gov/webapp/VSSPROD/AltSelfService> (for registered vendors).

The City strongly encourages interested Offerors to frequently monitor these websites for any RFQ updates and/or addenda.

Information concerning the MSDGC Small Business Enterprise Program may be found at http://msdgc.org/about_msd/capital_improvement_program/small_business_enterprise_program/index.html.

The City further reserves the right to:

1. Reject any or all submittals, to waive any technicalities, immaterial irregularities, or minor informalities in the submittal, to request clarifications or modifications during evaluation, and to select the Offeror whose submittal, in the City's judgment, is most advantageous.
2. Eliminate any Offeror who submits an incomplete or inadequate submittal or is not responsive to the requirements of this RFP.
3. Supplement, amend, or otherwise modify the RFP through the issuance of Addenda to all Offerors, and to supplement the RFP with information items, prior to the submission date of the submittal. Addenda issued to this RFP may expand or cancel any portion or all Work described in this RFP.
4. Clarify the information provided as part of the submittal, including but not limited to holding discussions or meetings with Offerors, requesting additional information from Offerors to support the information included in the submittal, and requesting clarified

submittals.

5. Cancel this RFP in whole or in part with or without substitution of another RFP.
6. Take any action affecting the RFP process or the project that are permissible under Ohio law.

1.14 CONTRACTOR REGISTRATION

Each Offeror awarded a contract shall be a registrant under Vendor Self Service (VSS) at time of award. Go to <http://www.cincinnati-oh.gov/vss/> to register.

1.15 VENDORS INELIGIBLE TO CONTRACT OR SUBCONTRACT WITH THE CITY

1.15.1 The City maintains a list of Vendors Debarred from Contracting or Subcontracting with the City, which may be accessed at: <http://www.cincinnati-oh.gov/purchasing> or may be furnished in other form upon request. The City will not contract with any firm or person on the list. It is the Contractor's responsibility to verify that each subcontractor it proposes to use is an eligible firm or person. The City will not approve a subcontractor whose name appears on the list.

1.15.2 The City shall neither accept nor be liable for any increase in costs, or other expenses, delay, loss, or subsequent ineligibility to contract with the City, incurred by a contractor as a result of the City rejecting any proposed person, firm, partner, principal, affiliate, subcontractor or supplier that is debarred or suspended after the submission of a bid, proposal, or other communication leading to a contract, but before the approval or award of the contract.

1.16 CHANGES AND ADDENDA TO RFP DOCUMENTS

Information on all changes or addenda issued in relation to this offer will be posted on the "Open Data" website at <https://data.cincinnati-oh.gov> and will be on file with Sewers Procurement. It shall be the Offeror's responsibility to make the inquiry as to changes and addenda issued. All such changes or addenda shall become part of the RFP and all Offerors shall be responsible for taking the contents of such changes or addenda into consideration when preparing and submitting the Submittal.

1.17 MSDGC SMALL BUSINESS ENTERPRISE PROGRAM

This RFP is subject to the MSDGC Small Business Enterprise Program. The Metropolitan Sewer District of Greater Cincinnati (MSDGC) is committed to increase the participation of small

businesses in all aspects of MSDGC contracting. That includes contracting with SBEs directly or indirectly through contracting, subcontracting and/or procurement activities. There are many qualified SBE firms that have performed work with MSDGC, but just as many qualified SBE firms that have not performed work with MSDGC. A tenet of the SBE Program is economic inclusion which includes providing opportunities to firms with little or no work history on MSDGC projects.

The Consultant must demonstrate an understanding of MSDGC's SBE Program tenets and a commitment to using certified SBE firms on MSDGC work where possible and feasible. Firms submitted for SBE consideration shall be registered with the MSDGC Small Business Enterprise Program or City of Cincinnati and certified by the City of Cincinnati in the NAICS codes for the services they will provide on the project. MSDGC recognizes the following certifying agencies economic inclusion programs: City of Cincinnati SBE Program, U.S. Small Business Administration 8(a) Program, State of Ohio Encouraging Diversity Growth & Equity (EDGE) Program and the City of Dayton's Procurement Enhancement Program (PEP).

1.18 NON-DISCRIMINATION POLICY

MSD is committed to a policy of non-discrimination. Through its submittal, the Offeror agrees:

- (A) That, in the hiring of employees for the performance of work under the contract or any subcontract, no contractor, subcontractor, or any person acting on a contractor's or subcontractor's behalf, by reason of race, creed, sex, disability or military status as defined in section 4112.01 of the Revised Code, or color, shall discriminate against any citizen of the state in the employment of labor or workers who is qualified and available to perform the work to which the employment relates;
- (B) That no contractor, subcontractor, or any person on a contractor's or subcontractor's behalf, in any manner, shall discriminate against or intimidate any employee hired for the performance of work under the contract on account of race, creed, sex, disability or military status as defined in section 4112.01 of the Revised Code, or color.

1.19 MSDGC EQUAL EMPLOYMENT OPPORTUNITY PROGRAM

Prior to the award of the contract, the selected Offeror must complete and return a MSDGC Form 147; the form must be signed by a person authorized to bind the Offeror. More information on the MSDGC Equal Employment Opportunity Program can be found at the following website:

http://msdgc.org/about_msd/capital_improvement_program/construction_contracts/contract_compliance_program/eoo/index.html.

2 CONTRACT TERMS AND CONDITIONS

Refer to the **draft** Professional Agreement available for download on the OpenData website at <https://data.cincinnati-oh.gov/Fiscal-Sustainability-Strategic-Investment/Procurement-Opportunities-and-Contract-Awards/pid3-z56k>.

These draft contract terms and conditions will apply to this RFP once a vendor selection is made. The City reserves the right to amend, augment, change, enhance, or delete sections of the **draft** contract prior to its final execution with a selected vendor.

(The remainder of this page is left intentionally blank.)

3 SUBMITTALS

3.1 AUTHORIZATION OF SUBMITTAL

The Offeror's proposal must be signed by a person who has legal authority to contractually bind the Offeror.

3.2 CONTENT AND FORM OF SUBMITTAL; QUALIFICATIONS QUESTIONNAIRE

Offerors shall complete the ***Qualifications Questionnaire*** (QQ) and its AFFIDAVIT OF ACCURACY & SIGNATURE PAGE and provide attachments as outlined therein.

The information presented in the Offeror's submittal shall be clear, complete, and concise.

In addition to the instructions contained in the QQ, the following are also required for the composition (format) of any offer to this RFP:

- The Offeror's submittal **SHALL** include all of the elements outlined in the QQ. Deviation from compliance with the QQ may render the submittal as "non-responsive" as determined by the City.
- **No verbal submittals are acceptable to the City.**
- Offerors **MAY NOT** use the MSDGC logo, City of Cincinnati logo or seal, or Hamilton County seal on their submittal package – **EXCEPT** when such logo or seal appears on forms or documents provided by the City for use by Offerors.
- The Offeror **MUST** submit one printed and bound original and three (3) copies , and an electronic copy of the submittal in PDF format (on CD, DVD, or flash drive). Deviation from compliance with the number of copies required may render the submittal as "non-responsive" as determined by the City.
- The Offeror's submittal **MUST** include an original signed and notarized affidavit. Deviation from compliance with this requirement may render the submittal as "non-responsive" as determined by the City.
- **NO ADVERTISING LANGUAGE, BROCHURES, PAMPHLETS, OR OTHER BUSINESS SERVICES COMMUNICATIONS OR BUSINESS MARKETING MATERIALS SHALL SUBSTITUTE FOR OR FULFILL THE REQUIREMENTS AS OUTLINED IN THE QQ. NEITHER SHALL SUCH BUSINESS COMMUNICATIONS OR MARKETING MATERIALS BE ALLOWED TO BE SUBMITTED AS A COMPLEMENT TO THE QQ.**

Any inclusion of such materials as outlined above, or, in the determination of the city that meet the intent of such materials as outlined above, may render the offeror's submittal as "non-responsive" as determined by the city.

The QQ is available as a Microsoft Word document SEPARATE FROM THIS RFP and available on the OpenData website at <https://data.cincinnati-oh.gov/Fiscal-Sustainability-Strategic-Investment/Procurement-Opportunities-and-Contract-Awards/pid3-z56k>.

3.3 RESPONSIBILITY OF THE CITY

The City assumes no liability for any costs incurred in preparing or submitting any response to the RFP.

3.4 EXCEPTIONS

Any exceptions to the draft Professional Agreement, the MSDGC Equal Employment Opportunity Program, or to any other portion of this RFP must be made in writing and included with the Offeror's submittal. Exceptions may be determined to not be in the best interest of the City and may be a factor used in submittal evaluation and ranking. Any exceptions taken to the MSDGC Small Business Enterprise Program provisions of this RFP may make the Offeror's submittal non-responsive.

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